



Request for City Council Committee Action from the Department of Human Resources

Date: February 24, 2006

To: Mayor R. T. Rybak and the Executive Committee

Referral to: Ways and Means Committee

**Subject: New Appointed Position: Deputy Director, License and Consumer Services
(Appointed)**

Recommendation:

1. Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
 - (1) The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
 - (2) The person occupying the position will be part of the designated department head's management team.
 - (3) The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
 - (4) The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
 - (5) The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.
2. Approve the proposed position: Deputy Director, License and Consumer Services (Appointed), allocated to grade 13 with 590 points.
3. Approve an annual salary for the position in accordance with the adopted appointed employee's compensation plan, effective April 1, 2006.

Step A	Step B	Step C	Step D
\$81,835	\$86,143	\$88,727	\$90,450

Previous Directives: None.

Prepared or Submitted by: Timothy Giles, Director of Employee Services; 673-3341

Approved by: _____
Pam French
Director of Human Resources

Steven Bosacker
City Coordinator

Permanent Review Committee (PRC) - Not Applicable
Policy Review Group (PRG) - Not Applicable

Presenters in Committee: Pam French, Director of Human Resources 673-2139

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information).
- Action requires an appropriation increase to the _____ Capital Budget or _____ Operating Budget.
- Action provides increased revenue for appropriation increase.
- Action requires use of contingency or reserves.
- Business Plan: _____ Action is within the plan. _____ Action requires a change to plan.
- Other financial impact (Explain):
- Request provided to department's finance contact when provided to the Committee Coordinator.

Background/Supporting Information

Dear Mayor Rybak:

The Assistant City Coordinator, Regulatory Services/Emergency Preparedness is continuing to reorganize the department and in doing so is requesting that a Deputy Director, License and Consumer Service (Appointed) position be established using the vacant Director, License and Consumer Services (Appointed) position to fund the proposed position. This position replicates the duties and responsibilities that were assigned to another Deputy Director, License and Consumer Services position.

DUTIES AND RESPONSIBILITIES - including but not limited to the following:

- Direct the activities of staff to process and review business license applications, enforce City business regulations, investigate violations and prepare cases for adverse licensing action where appropriate.
- Represent the Licensing Division on the Public Safety and Regulatory Services Sub-Committee; present recommendations for license approval, denial, suspension or revocation; require specific conditions on controversial licenses, and present ordinance amendments.
- Coordinate with other City departments, outside agencies and the business community to improve processes and efficiency and to increase the level of customer service satisfaction.
- Serve on the Regulatory Services Top Management Team, assisting in the development and implementation of the Department Business Plan.
- Improve staff capacity by recruiting, selecting, developing and evaluating employees.
- Provide constituent services by responding to queries, requests and complaints from the public, elected officials and other City staff in a timely manner.

- Interpret licensing laws, rules and regulations to ensure the accuracy and consistency of enforcement and improve codes and ordinances to protect the safety and health of citizens, patrons and the business community.
- Represent the City in negotiations with owners, attorneys and licensees requiring modifications of their business operation or reporting requirements to ensure public safety and consumer protection consistent with good business practices.
- Identify the division's technical needs with respect to modern computerization methods.
- Assist in the preparation of annual budgets, personnel requirements and ordinance modifications by preparing documentation and testifying at City Council committee meetings to ensure adequate resources and authority to provide services.
- Develop management reports to evaluate production, efficiencies and performance.
- Respond to print, radio and television media requests through the Communications Department regarding policy, ordinance amendments or specific actions taken on businesses in the City.

A study was completed to ensure proper evaluation of the position. Following is a summary of the study. See attached classification report for a complete description and a more detailed discussion of the factor analysis.

Factor	Points	Analysis
Pre-requisite Knowledge (1)	65 points	Position requires a Bachelor's degree in Political Science, Public Administration, Urban Affairs or equivalent; six years experience performing similar duties; knowledge of regulatory program administration.
Decisions and Actions (2)	65 points	Position will make independent, significant decisions which could result in loss of income and in increased litigation.
Supervisory Responsibility (3)	20 points	The position will supervise responsibility for the Manager and eight Inspectors-License and Consumer Services, and the Manager Customer Service, and nine Customer Service Representatives.
Relationships Responsibility (4)	70 points	Daily or frequent contact with Council Members, business owners, state regulatory offices, and all Regulatory Services directors and managers, the Police Licenses Lt, the Traffic Engineer, Fire Marshall, and BIS managers.
Working Conditions (5)	20 points	20 points on this factor is consistent with other positions in a normal office setting with daily computer use.
Effort (6)	65 points	Management of a city-wide program providing public and media contact, potential for violence and angry customers, and frequent time pressures. Attention to detail is critical.

Attached: Classification Report

Facts supporting the five criteria of Minneapolis Code of Ordinances, Section 20.1010 are listed at the end of the attached classification study.